

Key Outcomes

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Established source of truth for core documents and templates, reducing rework and decision-making based on out-of-date information.

Higher confidence

in using the right version of templates and documents, supporting compliance and standardised reporting.

Practical DIY delivery

the environment was largely configured customer-led, with light-touch setup and training support.

Reduced duplication

and confusion by moving documents from scattered storage (drive, desktops, OneDrive, Teams) to a single structured SharePoint home.

Worked within real-world capacity

by using a staged, self-paced rollout that could pause during peak periods and restart later.

Improved findability

through consistent metadata and search – less reliance on remembering folder locations.

Better offsite access

making it easier for staff to access information when they're away from the clinic (even with poor internet).

Information Leadership supported Taranaki Veterinary Centre by providing proven information frameworks and design patterns, giving the organisation a structured foundation they could confidently build on.

This project shows that effective information control doesn't require heavy governance or large IT teams. By focusing on structure, clarity, and self-service, Taranaki Veterinary Centre has created an environment that supports compliance, reduces risk, and fits naturally into how people work. If busy vets can build and run their own content management environment, anyone can.

TARANAKI
VETERINARY
CENTRE

Challenges

Before this project, Taranaki Veterinary Centre managed documents and templates across a shared company drive, personal folders, desktops, OneDrive, and Microsoft Teams. Over time, this created duplication, inconsistency, and growing risk.

Staff were often unsure whether they were using the latest version of a document, particularly as regulatory and compliance requirements increase for veterinarians and their farming clients. Standardised reports were becoming more important, but it was difficult to ensure everyone was working from the same version.

Stephen Hopkinson, CEO of Taranaki Veterinary Centre, identified the need for change. He said, "At one point I searched for a document and there were 13 documents with the same name. That was when I thought, that's enough."

Access was another challenge. Information stored on the shared drive was difficult to reach when staff were offsite, particularly in areas with limited connectivity. With no dedicated IT team, any solution needed to be simple enough to build and maintain alongside existing roles.

Solution

Taranaki Veterinary Centre implemented iWorkplace™ Essentials, using structured SharePoint libraries underpinned by a clear taxonomy.

Information Leadership provided initial setup and training, but the day-to-day build and configuration were intentionally customer-led. The pilot environment was largely configured by the CEO, who is also a qualified vet.

Stephen said, "Once I got the hang of setting up libraries and metadata, it was actually quick, and I'm not technical."

Rather than attempting a full rollout upfront, the organisation took a staged, self-paced approach. Progress paused during peak workload periods and resumed when capacity allowed.

"We could stop for months when things got busy, then come back to it later. There was no pressure."

iWorkplace™ Controlled Documents and iWorkplace™ Template Central are being introduced progressively for core policies, templates, and higher-risk content. Search is now actively used to locate documents quickly, supported by consistent metadata rather than reliance on folder memory alone.

“Now, information is just there. People can get on with their jobs.”

STEPHEN HOPKINSON
CEO, TARANAKI VETERINARY CENTRE



Impact

Today, Taranaki Veterinary Centre has a structured, shared environment where documents are easier to find, easier to trust, and easier to share. Staff can self-serve with confidence, knowing they are working from the right version. Shared access has reduced reliance on personal folders and eliminated many of the informal workarounds that previously created risk.

While not all teams are fully live yet, the value is already clear, particularly for administrative and training teams.

Reception and veterinary staff are being introduced in stages.

With documents now anchored in SharePoint, Taranaki Veterinary Centre is also rethinking how collaboration happens in Teams, opening channels for specific seasonal work, then closing them once complete, while information remains safely stored and easy to find.

Looking ahead

The long-term aim is to enable veterinarians to complete vital work alongside farmers, on farm, rather than deferring it until they return to the clinic. With documents, templates, and reports structured and accessible, vets will be able to pull up the right information in the moment, reviewing plans, discussing data, and completing reports at the kitchen table.

This supports a more efficient service, reduces rework, and strengthens advisory relationships, while ensuring that what is shared is accurate, current, and compliant.

“You've made it easy for us to make it easy for ourselves.”

STEPHEN HOPKINSON
CEO, TARANAKI VETERINARY CENTRE

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CASE STUDY

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for complexity

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